

2010

LEMON LAW ANNUAL REPORT

Texas Department of Motor Vehicles
Enforcement Division



Texas Department
of Motor Vehicles
HELPING TEXANS GO. HELPING TEXAS GROW.

Enforcement Division
Lemon Law Section

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Texas Department of Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.

Greetings:

This past year heralded a few changes in the Texas Lemon Law landscape for Texas consumers. The Lemon Law Section is now a part of the Enforcement Division for the Texas Department of Motor Vehicles and continues to help consumers who have purchased or leased new motor vehicles with defects obtain warranty repair, replacement or repurchase. The commitment to serve consumers and the marketplace since the initial passage of the Texas Lemon Law will continue and the section is ready to serve all parties seeking relief for motor vehicle complaints. Data from 1993 to 2010, there have been 15,825 complaints filed and it is estimated that the Lemon Law has generated over \$110 million in relief to Texas consumers.

The year 2010 brought the retirement of L. David Brunke, Director of the Consumer Affairs Section of the Motor Vehicle Division. During his 21 year tenure with the Lemon Law Program, Mr. Brunke worked tirelessly for the advancement of the program. As one of the founders and a past president of the International Association of Lemon Law Administrators, Mr. Brunke helped to promote the role of government action to ensure an honest, safe and informed marketplace designed to benefit the relations between consumers and manufacturers. His service to Texas consumers is greatly appreciated.

The 19th annual report includes information on the program results, geographic distribution of complaints filed, defects reported, complaints filed and closed, complaint processing times, settlements, and vehicles ordered repurchased or replaced. Prior to 2008, nationwide vehicle sales exceeded 16 million. However, as a reflection of the current economic times, trade publications have a marked decrease in overall sales to a low around 10.6 million vehicles in 2009. However, recent data for 2010 has reported a small increase in the nationwide purchase of new cars and trucks over the past year.

Customer satisfaction survey results for the Lemon Law Section, included herein, continue to indicate that an overwhelming majority of Texas consumers consider the Lemon Law to be an effective remedy for resolving motor vehicle complaints. The Lemon Law Section is working each day to increase efficiency and decrease the amount of time to provide resolution to the parties in these cases.

If you have questions or suggestions to improve the program, please contact the Lemon Law Section staff.

Sincerely,

B. Mark Gladney

B. Mark Gladney
Lemon Law Section Manager

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INTRODUCTION TO THE PROGRAM RESULTS FOR CY 2010



INTRODUCTION TO THE PROGRAM RESULTS FOR CY 2010

The report includes text and charts to illustrate the resolution of 426 complaints during Calendar Year (CY) 2010. Of the complaints processed in CY '10, 284 were carried over from the end of CY '09 and 349 were complaints that were received in CY '10. Chart A shows an overview of the program results for CY '10 along with the previous two years' results for comparison.

Most complaints involve passenger cars and light trucks; however, complaints were received on all terrain vehicles, medium trucks, heavy trucks, motorcycles, motor homes and towable recreational vehicles. Prices of the vehicles complained against ranged from a few thousand dollars to around two hundred and sixty thousand dollars for a luxury motor home.

CHART A SUMMARY OF PROGRAM RESULTS

	CY '08	CY '09	CY '10
Complaints Filed	670	508	349
Complaints Closed	629	575	426
Inspections Held	62	50	30
Settlements	284	292	235
Repurchase/Replacement Orders	36	34	18

Chart B shows the geographic distribution of complaints filed by hearing region. The hearings are held primarily at State Office of Administrative Hearings field offices as well as at some Texas Department of Transportation offices.

**CHART B
GEOGRAPHIC DISTRIBUTION OF COMPLAINTS FILED
BY HEARING REGION**

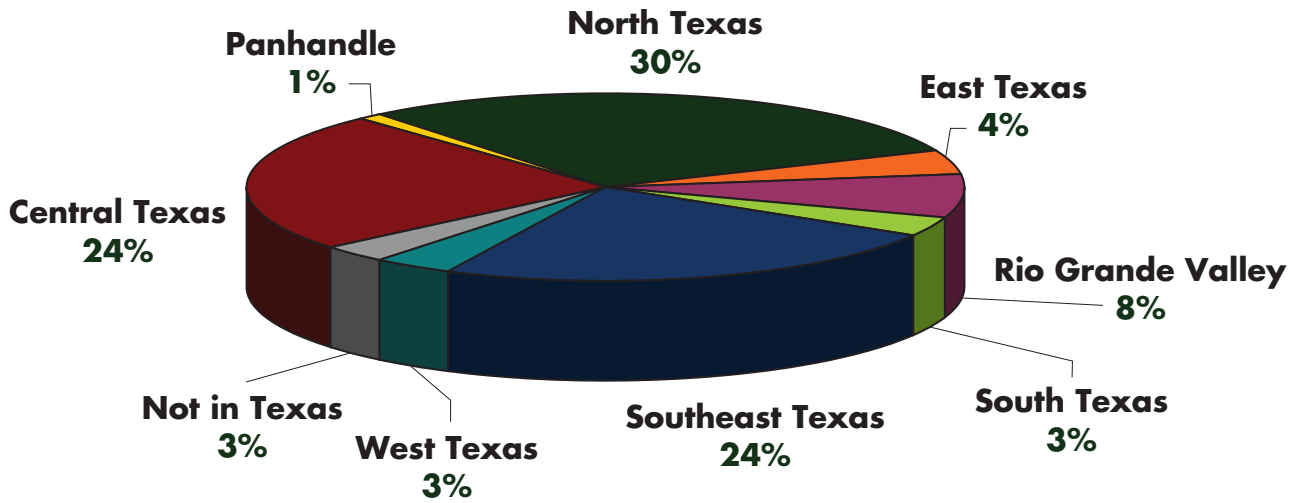
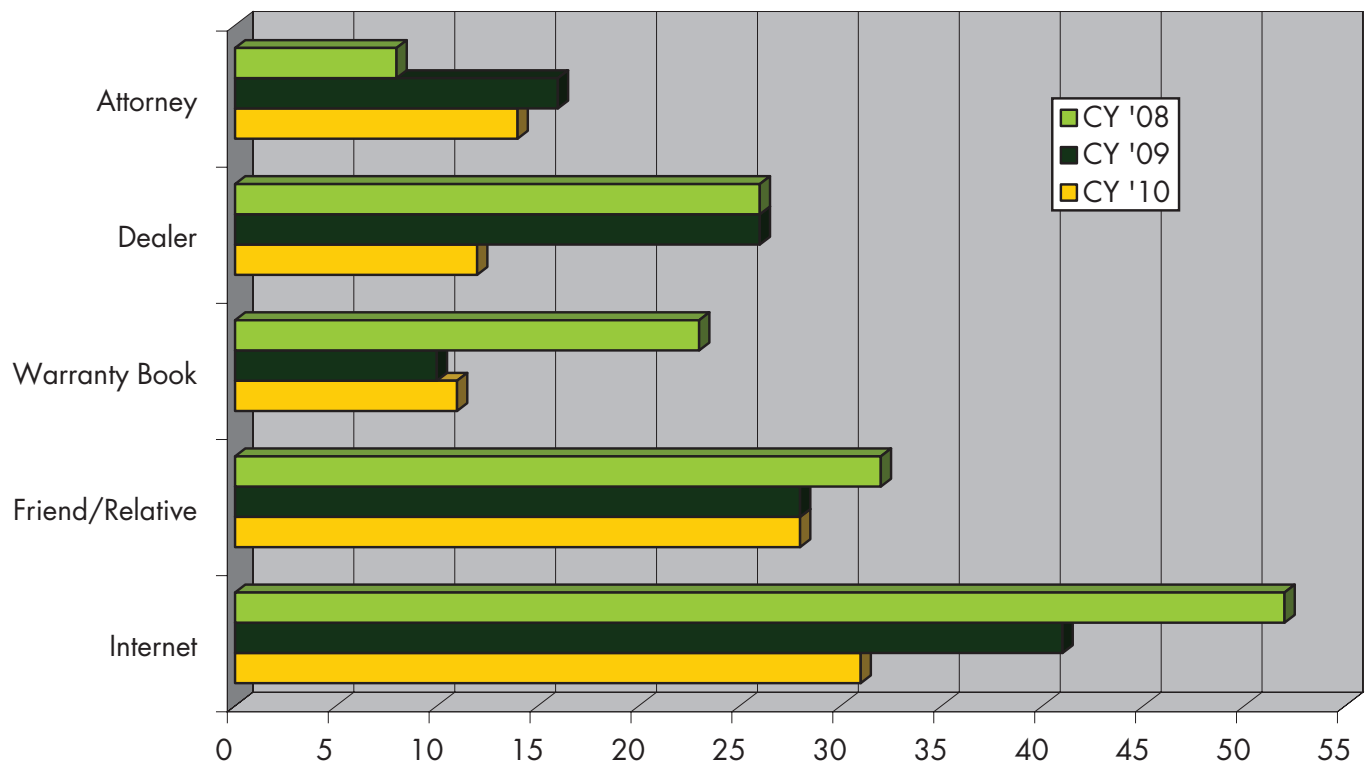


Chart C lists the most common ways consumers hear about the Lemon Law. For CY '10, survey results show that consumers continue to hear about the program primarily from the Internet.

CHART C
HOW CONSUMERS HEAR ABOUT
THE LEMON LAW



COMPLAINT PROCESS



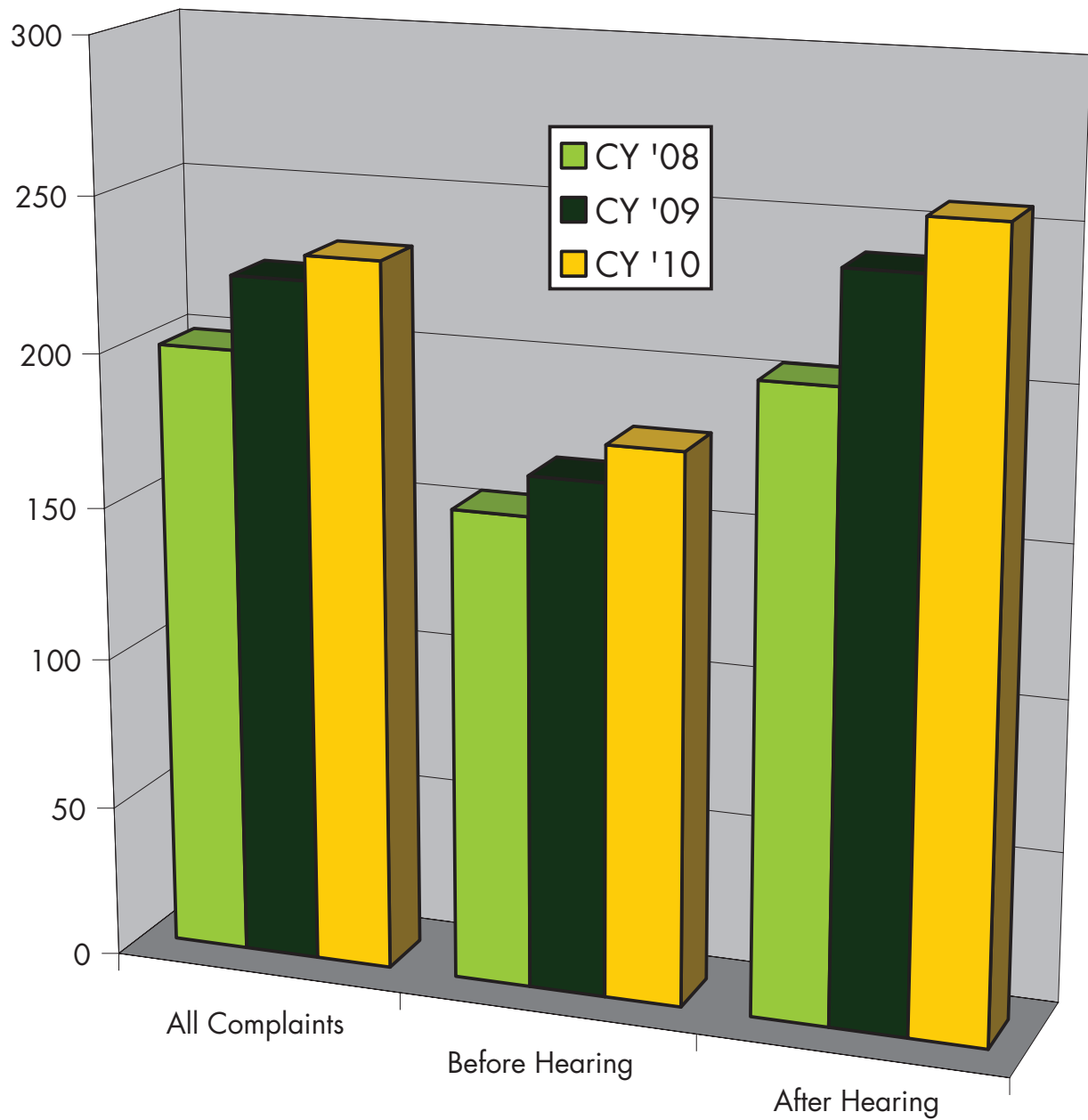
Chart D shows the number of mediation inspections held and resolved for each manufacturer with whom an inspection was scheduled.

**CHART D
MEDIATION INSPECTIONS**

VEHICLE MAKE	HELD	RESOLVED
Chevrolet	1	0
Chrysler	2	1
Dodge	9	6
Ford	3	2
GMC	2	2
Honda	2	1
Hyundai	1	1
Jeep	2	2
Nissan	1	1
Pontiac	1	1
Porsche	1	0
Toyota	4	2
Volkswagen	1	1
Total	30	20

Chart E shows the average processing times for the complaints closed for CY '08 through CY '10.

CHART E
AVERAGE NUMBER OF DAYS TO
PROCESS COMPLAINTS



COMPLAINTS FILED



Chart F shows how many passenger car and truck complaints were filed by model (listed alphabetically by make) for CY '08 through CY '10.

CHART F (PASSENGER CARS & TRUCKS) COMPLAINTS BY MAKE AND MODEL

MAKE	MODEL	CY '08	CY '09	CY '10	CY '10 COMPLAINT SHARE
	MDX	0	1	1	0.29%
	TL	1	0	1	0.29%
	TSX	0	2	0	0.00%
Acura Total		1	3	2	0.57%
Aston Martin	DBS	0	1	0	0.00%
	A3	2	0	1	0.29%
	A4	0	1	0	0.00%
	A8	0	1	0	0.00%
Audi Total		2	2	1	0.29%
Bentley	Continental	1	0	0	0.00%
Blue Bird	All American FE (HT)	0	1	0	0.00%
	300 Class	2	3	4	1.15%
	500 Class	2	0	1	0.29%
	600 Class	1	0	0	0.00%
	700 Class	0	1	1	0.29%
	M3	1	0	0	0.00%
	X3	0	0	1	0.29%
	X5	0	0	1	0.29%
	Z4	0	0	1	0.29%
BMW Total		6	4	9	2.58%
	Enclave	1	2	5	1.43%
	LaCrosse	0	1	1	0.29%
	Lucerne	1	0	2	0.57%
	Rendezvous	1	0	0	0.00%
	Terraza	3	0	0	0.00%
Buick Total		6	3	8	2.29%
	Catera	0	1	0	0.00%
	CTS	6	4	0	0.00%
	Deville	1	2	0	0.00%
	DTS	0	1	0	0.00%
	Escalade	6	4	0	0.00%
	SRX	1	0	4	1.15%
	STS	2	1	1	0.29%
	XLR	1	0	0	0.00%
Cadillac Total		17	13	5	1.43%
Champion	Defender (MT)	0	0	0	0.00%
	Avalanche	7	3	2	0.57%
	Aveo	2	0	3	0.86%
	C2500	0	1	0	0.00%
	CK4500	0	1	0	0.00%
	Colbalt	3	3	2	0.57%
	Corvette	3	1	3	0.86%
	Equinox	2	2	3	0.86%
	Express	0	0	0	0.00%
	HHR	5	3	1	0.29%
	Impala	4	5	2	0.57%
	Kodiak	0	1	0	0.00%
	Malibu	6	2	1	0.29%
	Silverado	19	10	11	3.15%
	Suburban	7	6	3	0.86%
	Tahoe	12	10	4	1.15%
	Trailblazer	3	1	1	0.29%

CHART F (CONTINUED)

MAKE	MODEL	CY '08	CY '09	CY '10	CY' 10 COMPLAINT SHARE
	Traverse	0	1	1	0.29%
	Uplander	2	1	0	0.00%
Chevrolet Total		75	51	37	10.60%
	300	8	8	0	0.00%
	Apsen	4	1	1	0.29%
	Crossfire	1	0	0	0.00%
	Pacifica	6	1	0	0.00%
	PT Cruiser	4	4	2	0.57%
	Sebring	4	3	2	0.57%
	Town & Country	2	4	2	0.57%
Chrysler Total		29	21	7	2.01%
	Avenger	2	1	2	0.57%
	Caliber	1	1	0	0.00%
	Challenger	0	0	3	0.86%
	Charger	6	3	0	0.00%
	Dakota Pickup	7	1	2	0.57%
	Durango	4	0	0	0.00%
	Grand Caravan	8	9	2	0.57%
	Journey	0	6	6	1.72%
	Magnum	1	0	0	0.00%
	Neon	1	0	0	0.00%
	Nitro	5	7	2	0.57%
	Ram	128	67	19	5.44%
	Ram Van	1	0	0	0.00%
	Sprinter	1	5	0	0.00%
	Stratus	1	0	2	0.57%
Dodge Total		166	100	38	10.89%
	Crown Victoria	0	1	0	0.00%
	Econoline	0	1	0	0.00%
	Edge	0	1	0	0.00%
	Escape	1	0	4	1.15%
	Escape Hybrid	0	1	0	0.00%
	Expedition	5	4	2	0.57%
	Explorer	5	2	2	0.57%
	F Series	26	16	14	4.01%
	F450 Pickup (MT)	10	2	2	0.57%
	F550 Pickup (MT)	3	3	0	0.00%
	F650 Pickup (MT)	2	2	2	0.57%
	F750 Pickup (MT)	0	0	1	0.29%
	Five Hundred	2	0	1	0.29%
	Flex	0	1	0	0.00%
	Focus	2	2	5	1.43%
	Freestyle	0	1	0	0.00%
	Fusion	0	1	3	0.86%
	LCF	2	0	0	0.00%
	Mustang	2	2	3	0.86%
	Ranger	1	1	2	0.57%
	Taurus	1	5	1	0.29%
	Thunderbird	0	0	1	0.29%
	Windstar	1	0	0	0.00%
Ford Total		63	46	43	12.32%
Freightliner	Columbia (HT)	1	0	1	0.29%
	Acadia	4	8	3	0.86%
	Duramax	1	0	0	0.00%
	Envoy	1	1	1	0.29%
	Envoy Denali	1	0	0	0.00%
	Sierra	7	8	6	1.72%
	Suburban	0	1	0	0.00%

CHART F (CONTINUED)

MAKE	MODEL	CY '08	CY '09	CY '10	CY' 10 COMPLAINT SHARE
	Topkick	1	0	0	0.00%
	Yukon	5	1	3	0.86%
	Yukon Denali	1	0	0	0.00%
	Yukon XL Denali	0	1	1	0.29%
GMC Total		21	20	14	4.01%
	Accord	1	7	2	0.57%
	Civic	1	0	3	0.86%
	Civic Hybrid	0	1	1	0.29%
	CR-V	1	0	3	0.86%
	Odyssey	4	4	1	0.29%
	Pilot	0	4	1	0.29%
	Ridgeline	0	1	0	0.00%
Honda Total		7	17	11	3.15%
	H2	0	0	1	0.29%
	H3	2	2	0	0.00%
Hummer Total		2	2	1	0.29%
	Accent	1	1	0	0.00%
	Azera	1	0	2	0.57%
	Elantra	0	0	1	0.29%
	Entourage	0	1	1	0.29%
	Sante Fe	1	2	2	0.57%
	Sonata	0	4	0	0.00%
	Tucson	1	0	0	0.00%
	Veracruz	1	1	1	0.29%
Hyundai Total		5	9	7	2.01%
	FX35	1	1	1	0.29%
	G35	0	3	0	0.00%
	G37	0	3	0	0.00%
	I35	0	0	1	0.29%
	M35	0	0	1	0.29%
	M45	1	0	0	0.00%
Infiniti Total		2	7	3	0.86%
	DuraStar (MT)	0	0	1	0.29%
	Workstar (MT)	2	0	0	0.00%
International Total		2	0	1	0.29%
Isuzu	i-290	1	0	0	0.00%
	X-Type	1	0	0	0.00%
	XF-Type	0	0	1	0.29%
	XK-Type	0	0	1	0.29%
Jaguar Total		1	0	2	0.57%
	Commander	9	3	1	0.29%
	Compass	0	1	0	0.00%
	Grand Cherokee	5	3	3	0.86%
	Liberty	7	3	3	0.86%
	Patriot	1	2	2	0.57%
	Wrangler	5	7	6	1.72%
Jeep Total		27	19	15	4.30%
	T300 (MT)	2	1	0	0.00%
	T370 Hybrid (MT)	0	1	0	0.00%
	T660 (HT)	1	0	0	0.00%
	W900 (HT)	1	0	0	0.00%
Kenworth Total		4	2	0	0.00%
	Amanti	1	0	0	0.00%
	Borrego	0	1	1	0.29%
	Optima	1	1	1	0.29%
	Rio	1	0	1	0.29%
	Rio5	0	1	0	0.00%
	Sedona	4	1	0	0.00%

CHART F (CONTINUED)

MAKE	MODEL	CY '08	CY '09	CY '10	CY' 10 COMPLAINT SHARE
	Sorento	3	2	2	0.57%
	Spectra	3	0	2	0.57%
	Sportage	2	0	1	0.29%
Kia Total		15	6	8	2.29%
	LR2	0	2	0	0.00%
	LR3	2	0	2	0.57%
	LR4	0	0	1	0.29%
	Range Rover	0	2	1	0.29%
Land Rover Total		2	4	4	1.15%
	ES	0	1	2	0.57%
	GS	2	1	0	0.00%
	IS Series	2	0	1	0.29%
	LS	0	2	1	0.29%
	RX Hybrid	0	1	1	0.29%
Lexus Total		4	5	5	1.43%
	LS	2	1	0	0.00%
	Mark LT	0	2	0	0.00%
	MKS	0	1	1	0.29%
	MKT	0	0	1	0.29%
	MKX	0	1	0	0.00%
	Navigator	3	0	0	0.00%
	Town Car	1	0	0	0.00%
Lincoln Total		6	5	2	0.57%
	Granite (HT)	6	0	0	0.00%
	Pinnacle (HT)	0	1	0	0.00%
Mack Total		6	1	0	0.00%
	3	0	2	1	0.29%
	5	0	1	0	0.00%
	6	3	1	1	0.29%
	CX-7	2	0	0	0.00%
	CX-9	0	2	2	0.57%
	MX-5 Miata	0	1	0	0.00%
	RX-8	1	2	0	0.00%
	Tribute	1	2	0	0.00%
Mazda Total		7	11	4	1.15%
	C-Class	5	2	1	0.29%
	CLK-Class	0	2	0	0.00%
	E-Class	0	2	1	0.29%
	GL-Class	2	0	0	0.00%
	M-Class	0	2	0	0.00%
	R-Class	0	0	1	0.29%
	S-Class	2	0	1	0.29%
	SL-Class	0	0	1	0.29%
Mercedes-Benz Total		9	8	5	1.43%
	Grand Marquis	0	0	1	0.29%
	Mountaineer	1	0	0	0.00%
	Sable	0	1	0	0.00%
Mercury Total		1	1	1	0.29%
Mini	Cooper	2	4	1	0.29%
	Eclipse	0	0	1	0.29%
	Eclipse Spyder	0	1	0	0.00%
	Endeavor	0	1	0	0.00%
	Galant	1	0	0	0.00%
	Lancer	0	0	2	0.57%
Mitsubishi Total		1	2	3	0.86%
	350Z	0	1	0	0.00%
	Altima	6	7	3	0.86%
	Armada	2	1	1	0.29%

CHART F (CONTINUED)

MAKE	MODEL	CY '08	CY '09	CY '10	CY' 10 COMPLAINT SHARE
	Frontier	1	0	1	0.29%
	GTR	0	0	1	0.29%
	Maxima	1	2	1	0.29%
	Murano	5	1	1	0.29%
	Pathfinder	3	2	0	0.00%
	Quest	1	1	0	0.00%
	Rogue	2	2	0	0.00%
	Sentra	3	3	3	0.86%
	Titan	4	1	0	0.00%
	Versa	0	3	4	1.15%
	Xterra	0	0	1	0.29%
	Z	0	0	1	0.29%
Nissan Total		28	24	16	4.58%
Navistar	International (MT)	0	0	1	0.29%
Oldsmobile	Alero	1	0	0	0.00%
	220 (MT)	0	0	1	0.29%
	335	1	0	0	0.00%
	388	0	1	0	0.00%
	389 (HT)	0	3	1	0.29%
Peterbilt Total		1	4	2	0.57%
	G5	0	1	1	0.29%
	G6	0	2	3	0.86%
	G8	0	4	4	1.15%
	Grand Am	0	1	0	0.00%
	Montana	0	0	1	0.29%
	Solstice	3	1	0	0.00%
	Torrent	2	0	0	0.00%
Pontiac Total		5	9	9	2.58%
Porsche	Carrera	0	1	0	0.00%
	9-2X	1	0	0	0.00%
	9-3	1	0	1	0.29%
	9-7X	1	1	0	0.00%
Saab Total		3	1	1	0.29%
	Astra	0	0	1	0.29%
	Aura	2	1	0	0.00%
	ION	1	1	0	0.00%
	Outlook	4	6	3	0.86%
	Relay	2	1	0	0.00%
	Sky	2	0	0	0.00%
	VUE	2	3	2	0.57%
	VUE Hybrid	0	2	0	0.00%
Saturn Total		13	14	6	1.72%
Smart	Fortwo	0	1	0	0.00%
Subaru	Impreza	1	0	0	0.00%
Suzuki	Forenza	2	2	0	0.00%
Thor	Eldorado (HT)	0	0	0	0.00%
	4Runner	1	0	0	0.00%
	Avalon	2	2	1	0.29%
	Camry	2	5	1	0.29%
	Corolla	0	3	4	1.15%
	FJ Cruiser	0	1	0	0.00%
	Matrix	0	1	0	0.00%
	RAV4	1	0	0	0.00%
	Sequoia	1	0	1	0.29%
	Sienna	2	0	2	0.57%
	Tacoma Pickup	0	0	1	0.29%
	Tundra Pickup	2	3	3	0.86%
	Venza	0	0	3	0.86%

CHART F (CONTINUED)

MAKE	MODEL	CY '08		CY '09		CY '10		CY' 10 COMPLAINT SHARE	
Toyota Total			11		15		16		4.58%
	EOS	1		0		1		0.29%	
	Jetta	4		5		1		0.29%	
	New Beetle	2		2		2		0.57%	
	Passat	2		3		3		0.86%	
	Rabbit	1		0		0		0.00%	
	Routan	0		0		1		0.29%	
	Touareg	0		1		1		0.29%	
Volkswagen Total			10		11		9		2.58%
	C70	0		0		1		0.29%	
	S40	0		1		0		0.00%	
	S60	1		1		0		0.00%	
	S70	0		0		1		0.29%	
	S80	0		2		0		0.00%	
	VN780 (HT)	1		0		0		0.00%	
	VNL (HT)	1		0		0		0.00%	
	XC60	0		0		1		0.29%	
	XC90	2		0		0		0.00%	
Volvo Total			5		4		3		0.86%
Miscellaneous Complaints	Unknown		5		2		2		0.57%
Total Complaints Filed			577		456		303		85.96%

Chart F1 shows how many motor home complaints were filed by model (listed alphabetically by make) for CY '08 through CY '10.

CHART F1 (MOTOR HOMES) COMPLAINTS BY MAKE AND MODEL

MAKE	MODEL	CY '08		CY '09		CY '10		CY '10 COMPLAINT SHARE	
Alfa Leisure	See Ya		0		1		0		0.00%
	Aurora	1		0		0		0.00%	
	SportsCoach	1		1		0		0.00%	
Coachmen Total			2		1		0		0.00%
	Allure	1		0		0		0.00%	
	Intrigue	2		0		0		0.00%	
	Tribute 260	1		0		0		0.00%	
Country Coach Total			4		0		0		0.00%
	Avanti	0		0		1		0.29%	
	Challenger	0		1		0		0.00%	
	Daybreak	1		0		0		0.00%	
	Outlaw	1		0		0		0.00%	
Damon Total			2		1		1		0.29%
Dynamax	Grand Sport		0		0		0		0.00%
	American Allegiance	0		1		1		0.29%	
	American Eagle	1		0		0		0.00%	
	American Tradition	1		1		0		0.00%	
	Bounder	1		0		0		0.00%	
	Discovery	1		0		0		0.00%	
	Pulse	0		1		0		0.00%	
	Tioga	1		0		0		0.00%	
Fleetwood Total			5		3		1		0.29%
Forest River Total	Georgetown		1		2		0		0.00%
	Chateau	0		1		0		0.00%	
	Magellan	1		0		0		0.00%	
Four Winds Total			1		1		0		0.00%
Georgie Boy	Cruise Master		0		0		1		0.29%
	Caribbean	0		0		1		0.29%	
	Conquest	0		0		1		0.29%	
	Endura	1		1		0		0.00%	
	Friendship	0		1		0		0.00%	
	Independence	1		0		0		0.00%	
	Sun Voyager	0		0		2		0.57%	
	Tour Master	2		0		0		0.00%	
Gulf Stream Total			4		2		4		1.15%
	Greyhawk	0		1		0		0.00%	
	Seneca	0		0		1		0.29%	
Jayco Total			0		1		1		0.29%
Marathon Coach	Prevost		1		0		0		0.00%
	Cheetah by Safari	0		1		0		0.00%	
	Diplomat	0		0		1		0.29%	
	Executive	1		0		0		0.00%	
	LaPalma	1		0		0		0.00%	
	Monarch	1		0		0		0.00%	
	Simba by Safari	0		2		0		0.00%	
	Vacationer by Holiday Rambler	0		1		0		0.00%	
Monaco Total			3		4		1		0.29%
National RV	Sea Breeze		1		0		0		0.00%
	Essex	1		0		0		0.00%	
	Grand Star	0		0		1		0.29%	
	Mountain Aire	2		0		0		0.00%	

CHART F1 (CONTINUED)

MAKE	MODEL	CY '08		CY '09		CY '10		CY' 10 COMPLAINT SHARE	
	Ventana	0		1		0		0.00%	
Newmar Total			3		1		1		0.29%
Sportscoach	Encore		1		0		0		0.00%
	Itasca	1		0		0		0.00%	
	Vectra	0		0		1		0.29%	
	View	1		1		0		0.00%	
Winnebago Total			2		1		1		0.29%
Total Complaints Filed			30		18		11		3.15%

Chart F2 shows how many towable recreational vehicle complaints were filed by model (listed alphabetically by make) for CY '08 through CY '10.

CHART F2 (TOWABLE RECREATIONAL VEHICLES) COMPLAINTS BY MAKE AND MODEL

MAKE	MODEL	CY '08		CY '09		CY '10		CY '10 COMPLAINT SHARE	
Adventure Manufacturing	Timberlodge		0		0		1		0.29%
Alfa Leisure	Toyhouse		1		0		0		0.00%
Bloomer	Evolution Trailer		0		0		1		0.29%
	Cameo	0		1		1			0.29%
	Carri-Lite	2		1		0			0.00%
	Domani	0		0		1			0.29%
Carriage Total			2		2		2		0.57%
	Chaparral	1		0		0			0.00%
	Epic	1		0		0			0.00%
	Mirror	0		1		0			0.00%
Coachmen Total			2		1		0		0.00%
	Paradise Pointe	1		0		0			0.00%
	Zinger	1		0		0			0.00%
CrossRoads Total			2		0		0		0.00%
Cruiser RV	Land Roamer		0		0		0		0.00%
	Denali	3		0		0			0.00%
	Lite	1		0		0			0.00%
Dutchmen Total			4		0		0		0.00%
	Quantum	0		0		1			0.29%
	Valor	0		1		0			0.00%
Fleetwood Total			0		1		1		0.29%
	Cardinal	2		0		0			0.00%
	Cedar Creek	2		0		0			0.00%
	Flagstaff	0		1		0			0.00%
	Salem	0		1		0			0.00%
	Sandpiper	0		1		0			0.00%
	Surveyor	1		0		1			0.29%
	Wildcat	0		0		2			0.57%
	Wildwood	3		1		0			0.00%
Forest River Total			8		4		3		0.86%
Frontier RV	Aspen		0		2		0		0.00%
Glendale	Titanium		0		1		0		0.00%
Heartland	Cyclone		1		0		0		0.00%
Hi-Lo	Classic		0		0		0		0.00%
Jayco	Eagle		1		0		0		0.00%
	Durango	1		0		0			0.00%
	Inferno	1		0		1			0.29%
	Sportsmen	0		1		0			0.00%
	Sportster	1		0		0			0.00%
K-Z Total			3		1		1		0.29%
	Cougar	0		1		0			0.00%
	Montana Mountaineer	0		1		0			0.00%
	Outback	0		0		1			0.29%
	Sprinter	1		0		0			0.00%
Keystone Total			1		2		1		0.29%
Newmar	Torrey Pine		0		0		1		0.29%
	337RLS	0		1		0			0.00%
	391	0		0		1			0.29%
Open Range Total			0		1		1		0.29%
Palomino	Banshee		0		1		0		0.00%
Rage'N	Xtra-Lite		1		0		0		0.00%
Skyline Malibu	2510		0		0		1		0.29%

CHART F2 (CONTINUED)

MAKE	MODEL	CY '08		CY '09		CY '10		CY' 10 COMPLAINT SHARE	
Sprinter	300 KBS-LA		0		0		1		0.29%
Sundowner	Sierra		1		0		0		0.00%
Thor	Grand Junction		1		0		0		0.00%
ThorCalifornia	Vortex		0		1		0		0.00%
	Full Throttle	1		0		0		0.00%	
	Wide-Body	1		0		0		0.00%	
Weekend Warrior Total			2		0		0		0.00%
Zinger	27RL		0		0		1		0.29%
Total Complaints Filed			30		17		15		4.01%

Chart F3 shows how many all terrain vehicles and motorcycles complaints were filed by model (listed alphabetically by make) for CY '08 through CY '10.

CHART F3 (ALL TERRAIN VEHICLES AND MOTORCYCLES) COMPLAINTS BY MAKE AND MODEL

MAKE	MODEL	CY '08		CY '09		CY '10		CY '10 COMPLAINT SHARE	
American Ironhorse	Texas Chopper (MC)		1		0		0		0.00%
American Performance Cycle	Wild Card (MC)		1		0		0		0.00%
	Mud Pro 700 (ATV)	0		0		1		0.29%	
	Prowler (ATV)	1		0		0		0.00%	
	Thunderkat (ATV)	0		0		1		0.29%	
	500 (ATV)	0		0		1		0.29%	
Arctic Cat			1		0		3		0.86%
Baja	Wilderness Trail (ATV)		1		0		0		0.00%
BMC	918 (MC)		1		0		0		0.00%
	K1300S (MC)	0		1		0		0.00%	
	R1200GS (MC)	0		0		1		0.29%	
BMW Total			0		1		1		0.29%
Buell	1125R (MC)		0		0		1		0.29%
	DS 90 (ATV)	0		0		1		0.29%	
	Spyder GS Roadster (MC)	0		0		1		0.29%	
Can-Am Total			0		0		2		0.57%
	Dyna (MC)	2		0		0		0.00%	
	Electra Glide (MC)	0		1		0		0.00%	
	FLSTFB (MC)	0		0		1		0.29%	
	Softail (MC)	1		0		0		0.00%	
	Sportster (MC)	2		0		0		0.00%	
	Touring (MC)	1		0		0		0.00%	
	VRSC (MC)	1		0		0		0.00%	
Harley-Davidson Total			7		1		1		0.29%
	FourTrax Rancher (ATV)	1		0		0		0.00%	
	Rebel (MC)	1		1		0		0.00%	
	Sabre (MC)	2		0		0		0.00%	
	Trx 420 (MC)	0		0		1		0.29%	
	XR650R (MC)	1		0		0		0.00%	
Honda Total			5		1		1		0.29%
	GV250 Aquila (MC)	1		0		0		0.00%	
	GV650 (MC)	1		0		0		0.00%	
Hyosung Total			2		0		0		0.00%
Johnny Pag	Spyder 300 (MC)		0		1		0		0.00%
	KLR 650 (MC)	1		0		0		0.00%	
	Ninja (MC)	1		0		0		0.00%	
	Vulcan (MC)	0		1		0		0.00%	
Kawasaki Total			2		1		0		0.00%
KTM	144SX (MC)		1		0		0		0.00%
Kubota	RTV900 (ATV)		0		0		1		0.29%
KYMCO	Venox (MC)		0		1		0		0.00%
Lifan	Pegasus (MC)		0		1		0		0.00%
Martin Brothers	Custom Chopper (MC)		1		0		0		0.00%
	Ranger (ATV)	1		0		0		0.00%	
	RZR800 (ATV)	0		0		1		0.29%	
	RZR170 (ATV)	0		0		1		0.29%	
Polaris Total			1		0		2		0.57%
	FrontRunner 700 (ATV)	0		2		0		0.00%	
	Pegasus (MC)	1		0		0		0.00%	
Qlink Total			1		2		0		0.00%

CHART F3 (CONTINUED)

MAKE	MODEL	CY '08	CY '09	CY '10	CY' 10 COMPLAINT SHARE
	ATV-61 (ATV)	1	0	0	0.00%
	Bali (MC)	0	1	0	0.00%
	Maui (MC)	1	0	0	0.00%
Roketa Total		2	1	0	0.00%
Saxon	Firestorm (MC)	1	0	0	0.00%
	Hisun (ATV)	0	0	1	0.29%
	SL150 (MC)	1	1	0	0.00%
	Typhoon (ATV)	1	0	0	0.00%
	UTV (ATV)	0	0	1	0.29%
SunL Total		2	1	2	0.57%
Supermach	700U (ATV)	0	0	1	0.29%
	GSX	0	0	1	0.29%
	Hayabusa (MC)	1	0	0	0.00%
	Kingquad (ATV)	0	1	0	0.00%
Suzuki Total		1	1	1	0.29%
Tank	Khaos (MC)	0	0	1	0.29%
Triumph	Street Triple (MC)	0	1	0	0.00%
	V2C-650T (MC)	0	1	0	0.00%
United Motors Total		0	1	0	0.00%
Wildfire	WFH300-SP (MC)	0	0	2	0.57%
Xispa	XY260T-4 (MC)	0	0	1	0.29%
	Grizzly 700 (MC)	0	1	0	0.00%
	Rhino (ATV)	1	0	0	0.00%
	V-Star (MC)	1	0	0	0.00%
	Y2F-R1 (MC)	0	1	0	0.00%
Yamaha Total		2	2	0	0.00%
Znen	Heritage 150 (MC)	0	1	0	0.00%
Total Complaints Filed		33	17	20	5.73%

Chart G shows the predominate defect claimed by consumers on filing their complaints for the 10 vehicle models that had the greatest number of complaints filed. The engine performance/emissions category was the predominate defect on nine of the 10 models listed.

CHART G PREDOMINATE DEFECTS REPORTED FOR THE TOP 10 VEHICLE MODELS BY MAKE AND MODEL

MAKE	MODEL	COMPLAINTS FILE	DEFECT	DEFECT TOTAL
BMW	300 Class	4	Engine Performance/Emissions	4
Chevrolet	Silverado	9	Engine Performance/Emissions	5
	Tahoe	3	Body and Trim	3
			Safety Devices /Seat Belts/Airbags	3
Dodge	Journey	6	Electrical	3
	Ram	19	Engine Performance/Emissions	10
Ford	F Series	13	Engine Performance/Emissions	8
	Fusion	3	Automatic Transmission	3
GMC	Sierra	5	Engine Performance/Emissions	3
Jeep	Wrangler	6	Electrical	4
Pontiac	G8	3	Engine Performance/Emissions	3

COMPLAINTS CLOSED



COMPLAINTS CLOSED

Chart H shows the comparison of case resolution from CY '08 to CY '10. The majority of cases are settled by the manufacturer and result in a settlement order being issued.

**CHART H
COMPLAINT RESOLUTION**

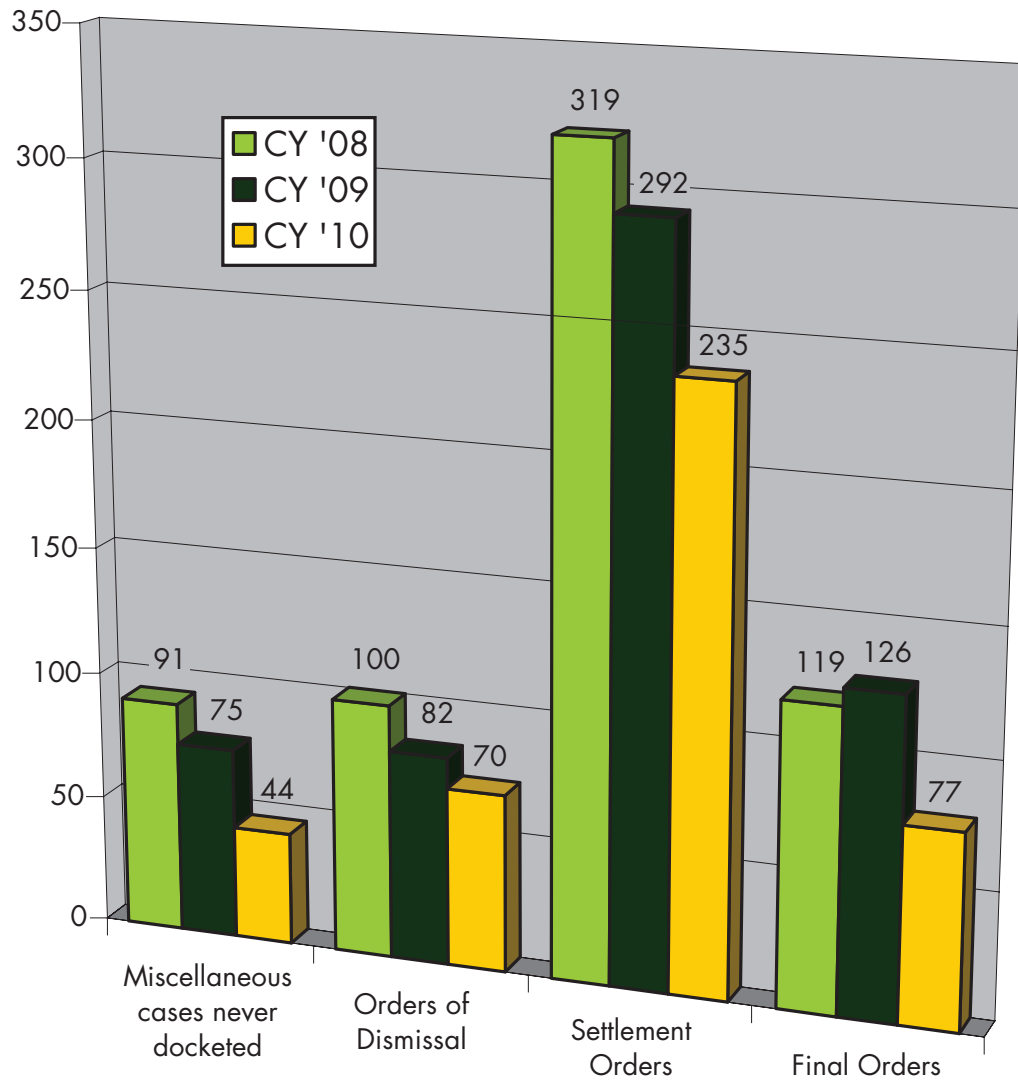


Chart I shows the comparison of the settlement orders issued by manufacturer. There is also a breakdown of the type of settlement reached.

CHART I SETTLEMENTS BY MANUFACTURER

MANUFACTURER	REPURCHASE	REPLACEMENT	TRADE ASSIST	REPAIR	EXTENDED SERVICE CONTRACT	CASH SETTLEMENT	OTHER	TOTAL SETTLEMENTS
BMW	2	0	1	2	0	1	0	6
Buell	0	1	0	0	0	0	0	1
Carriage	0	0	0	1	0	0	1	2
Chrysler	20	8	0	0	2	62	0	92
Coachmen	0	0	0	0	0	1	0	1
Ford	0	1	0	5	3	0	1	10
General Motors	2	13	1	7	7	8	9	47
Gulf Stream	0	0	0	1	0	2	0	3
Honda	2	3	0	2	0	2	0	9
Hyundai	1	1	0	1	1	0	0	4
Jaguar	0	0	0	0	0	1	0	1
Jayco	0	0	0	0	1	0	0	1
Keystone	0	1	0	0	0	0	0	1
Kia	0	0	0	1	0	1	0	2
Kubota	0	1	0	0	0	0	0	1
KYMCO	1	0	0	0	0	0	0	1
K-Z	0	1	0	2	0	0	0	3
Lifan	0	1	0	0	0	0	0	1
Mazda	0	0	0	2	0	2	0	4
Mercedes-Benz	1	0	0	1	0	0	1	3
Newmar	0	0	0	1	0	0	0	1
Nissan	3	0	0	4	4	2	1	14
PACCAR	0	0	0	0	0	0	1	1
Palomino	0	0	0	1	0	0	0	1
Qlink	1	0	0	0	0	0	0	1
Roketa	0	0	0	0	0	1	0	1
Saab	0	0	0	0	0	0	1	1
Saturn	0	5	1	1	3	0	0	10
Suzuki	0	0	0	1	0	0	0	1
Toyota	1	0	0	2	0	0	0	3
Triumph	0	1	0	0	0	0	0	1
Volkswagen	1	1	0	2	0	1	0	5
Winnebago	1	0	0	0	0	0	0	1
Yamaha	1	0	0	0	0	0	0	1
Total	37	38	3	37	21	84	15	235

Chart J shows the comparison of the 126 final orders issued by manufacturer.

CHART J FINAL ORDERS BY MANUFACTURER

MANUFACTURER	REPURCHASE	REPLACEMENT	REPAIR	DISMISSAL	TOTAL ORDERS
Aston Martin	0	0	0	1	1
BMW	1	0	0	1	2
Chrysler	0	0	0	4	4
Coachmen	0	0	0	1	1
Ford	4	0	0	9	13
Forest River	1	0	1	1	3
Frontier	0	0	1	0	1
Glendale	0	0	0	1	1
General Motors	5	0	4	10	19
Honda	2	0	0	2	4
Kenworth	0	0	0	1	1
Kia	0	0	1	0	1
Land Rover	0	0	0	1	1
Mazda	1	0	0	0	1
Nissan	0	1	1	3	5
PACCAR	0	0	0	1	1
Saab	1	0	0	0	1
Saturn	0	0	1	1	2
SunL	1	0	0	0	1
Suzuki	0	0	0	1	1
Toyota	0	0	0	7	7
United Motors	0	0	0	1	1
Volkswagen	1	0	0	1	2
Wildfire	0	0	0	2	2
Znen	1	0	0	0	1
Total	18	1	9	49	77

There were 18 vehicles ordered repurchased or replaced after a contested hearing when an Administrative Law Judge or the Motor Vehicle Division Director found the complaint met the statutory requirements for relief under the Lemon Law.

Chart K describes the vehicles that were ordered repurchased or replaced by manufacturers listed alphabetically by make and model.

CHART K VEHICLES ORDERED REPURCHASED OR REPLACED BY MAKE AND MODEL

	YEAR	MAKE	MODEL	VEHICLE TYPE	PROBLEM AREA	PRICE
1	2009	BMW	300 Class	Passenger Car	Engine Performance/Emissions	\$42,707.73
2	2008	Chevrolet	Kodiak	Medium Truck	Engine Performance/Emissions	\$65,514.62
3	2009	Chevrolet	Tahoe	Light Truck	Engine Performance/Emissions	\$40,210.30
4	2009	Chevrolet	Traverse	Light Truck	Water Leak	\$33,081.88
5	2008	Ford	F450 Pickup	Medium Truck	Automatic Transmission	\$47,451.23
					Body and Trim	
					Engine Performance/Emissions	
6	2008	Ford	Mustang	Passenger Car	Suspension and Steering	\$18,965.52
7	2009	Forest River	Flagstaff	TRV	Electrical	\$28,735.47
8	2008	GMC	Acadia	Light Truck	Water Leak	\$33,931.88
9	2008	Honda	Odyssey	Light Truck	Body and Trim	\$31,216.71
10	2008	Honda	Rebel	Motorcycle	Engine Performance/Emissions	\$3,949.23
11	2008	Infiniti	G35	Passenger Car	Engine Performance/Emissions	\$33,146.95
12	2009	Lincoln	MKS	Light Truck	Brakes	\$39,772.52
13	2009	Mazda	Tribute	Light Truck	Safety Devices/Airbags	\$15,334.48
14	2008	Pontiac	Solstice	Passenger Car	Brakes	\$27,588.26
15	2009	Saab	93	Passenger Car	Engine Performance/Emissions	\$36,135.66
16	2008	SunL	SL150	Motorcycle	Electrical	\$1,559.29
17	2008	Volkswagen	Jetta	Passenger Car	Engine Mechanical	\$17,266.94
18	2008	Zen	Heritage 150	Motorcycle	Engine Performance/Emissions	\$2,951.40
						\$519,520.07

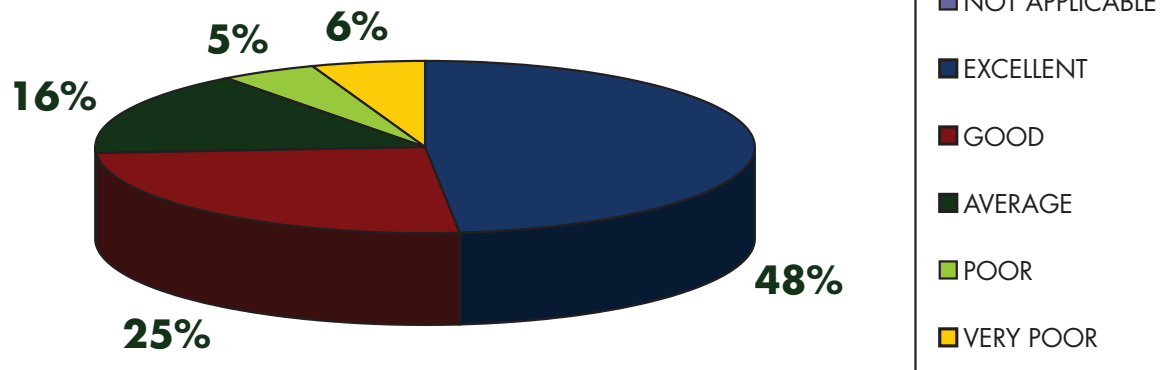
Chart L shows the number of vehicles reacquired by manufacturers per Lemon Law Rule §215.210 for CY '08, CY '09 and CY '10.

CHART L MANUFACTURER REACQUIRED VEHICLES

	CY '08	CY '09	CY '10
Ordered Repurchases/Replacements	36	34	18
Reacquired Vehicle Settlements	141	119	75
Reacquired Vehicles Transferred to Texas	225	805	656
Total	402	958	749

The customer satisfaction survey continues to indicate the overwhelming majority of the complaints rate the Texas Lemon Law Program above average, Chart M shows the rating by category.

CHART M
OVERALL LEMON LAW PROGRAM RATING



ACKNOWLEDGEMENTS



ACKNOWLEDGMENTS

The 19th Annual Report of the Texas Lemon Law Program was compiled and prepared through the efforts of many dedicated employees of the Texas Department of Motor Vehicles. A number of Lemon Law Section staff members, in addition to performing their regular duties in service to the State of Texas, made significant contributions to this report. Special thanks are extended to the Lemon Law Section's employees:

*Anne Lehnick
Stephanie Rogers
Cindy Sedillo*

This report would not have been possible without the dedication of these individuals. Moreover, the daily efforts and commitment to service by the Lemon Law Section staff to Texas consumers is greatly appreciated.

B. Mark Gladney
Manager - Lemon Law Section



Texas Department
of Motor Vehicles
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